



# Consumer Alert

## Tips For Terminating or Changing Utility Service



**H**ave you ever moved to a new residence or business location and months later received an unexpected telephone, electric, or natural gas bill in your name for service at the old address? It could happen if you do not take several precautionary steps.

### What to do when having your utility service **turned off**:

- Call your electric, natural gas, local and long distance telephone companies and request termination of your service at a specific location on a specific date. Keep a record of the date, time and person(s) you talked to at the company. **Call at least several weeks before you move.**

- Request written verification of your termination request. If you do not receive a confirmation notice within 15 days of your request, contact the company again to confirm that the company will terminate service on the date requested.
- Call the electric and natural gas companies and request a final reading of your meter(s) to make sure your final bill(s) is based on an **actual**, not estimated, meter reading.
- Schedule a time to allow the utility representative to come into your home or business to obtain the final or actual usage reading from your electric and/or natural gas meter(s) if your meter(s) are inside your home or business.
- Do not rely on others to take any utility service out of your name when you move. Remember, when terminating utility service, contact **all** companies that provide service to you.

### What to do when **changing** service:

- When moving, contact your local and long distance telephone companies and set up your accounts and calling plans for your new

location. If you have a new line installed in an existing home or business, make sure the long distance service for the line is with the company you prefer and the rates correspond to your calling plan.

- If you switch long distance companies or calling plans, contact the new company within seven to ten days and verify that the change is in effect. If you have several phone lines in your home or business, confirm that the switch has been made on all lines.
- If you switch to a local or long distance telephone company that you received service from in the past, make sure you receive the calling features and services you requested and that you are placed on the calling plan you prefer.



- ✦ When returning to full service after long distance service has been blocked for nonpayment, contact your local and long distance companies to make sure you are returned to your preferred long distance company and calling plan.
  - ✦ When establishing new natural gas or electric service at a location where there was a previous resident or business, contact the serving companies and make sure a final meter read was made for the previous occupant.
  - ✦ If you switch to an Alternative Gas Supplier (AGS), you will be entering into a contract. The contract may be entered into by voice verification or written signature. Be aware of the rate you agree to pay, the length of the contract, and if there are cancellation fees for early termination. You may return to your utility for your natural gas at any time. However, you may be responsible for early termination fees determined by your AGS contract and may be assessed a fee to return if you have not been away for 12 months. Once returned to your utility you must stay for 12 months, and you will pay the company's current natural gas rate.
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